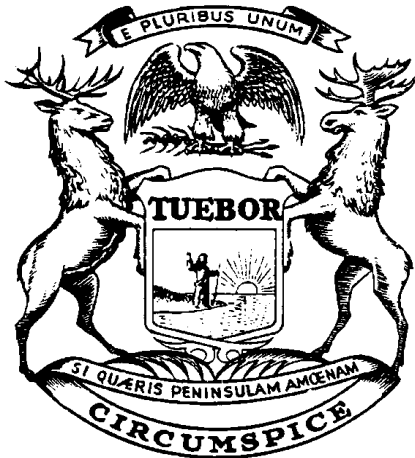


STATE OF MICHIGAN

Department of Energy, Labor & Economic Growth

# Unemployment Insurance Agency (UIA)



# Services to Help Employers

- ◆ Employer Customer Relations (ECR) Hotline
- ◆ Employer Web Account Manager (EWAM)
- ◆ Employer Filed Claims
- ◆ Advocacy Program
- ◆ Speakers' Bureau
- ◆ Employer Seminars
- ◆ Webcasts





# Employer Customer Relations (ECR)

◆ Employers with questions about unemployment benefits or taxes can call UIA's toll-free Employer Customer Relations Hotline:

**1-800-638-3994 (option #1)**


**[EmployerLiaison@michigan.gov](mailto:EmployerLiaison@michigan.gov)**

Weekdays from 8:00 a.m. to 5:00 p.m.  
(Thursdays Lines Open at 9:00 a.m.)



# Reaching a Tax Service Team

<b><u>Tax Status:</u></b> Register, Discontinue	<a href="mailto:EmployerLiability@michigan.gov">EmployerLiability@michigan.gov</a>	(313) 456-2080
<b><u>Tax Maintenance:</u></b> Tax Rate Questions	<a href="mailto:TaxSupport@michigan.gov">TaxSupport@michigan.gov</a>	(313) 456-2010
<b><u>Collections:</u></b> Payment Plans	<a href="mailto:TaxCollections@michigan.gov">TaxCollections@michigan.gov</a>	(313) 456-2090
<b><u>Team Support:</u></b> Request Forms, Change Address, Ask Tax Questions		(313) 456-2180
<b><u>Reimbursing Unit:</u></b>	<a href="mailto:ReimbursingUnit@michigan.gov">ReimbursingUnit@michigan.gov</a>	(313) 456-2085



# Employer Web Account Manager (EWAM)

- ◆ File Quarterly Tax Reports (UIA 1020) & Wage Detail Reports Online (UIA 1017)
- ◆ Pay UIA Taxes & Reimbursements Online
- ◆ Request & View Employer Statements: (such as)
  - 1770 – Quarterly Summary of Benefit Charges & Credits
  - 940C – IRS Certification of Account
- ◆ Update Employer Account Information
- ◆ View Tax Rates, Payments, Report History
- ◆ File protests online
- ◆ ...and much more!



# For More Information on EWAM...

◆ Tutorials are available in the **Webcast** Section of our website at [www.michigan.gov/uia](http://www.michigan.gov/uia)

◆ **Phone:** 313-456-2188

◆ **Email:** [EWAMSupport@michigan.gov](mailto:EWAMSupport@michigan.gov)



# Submit Electronic Wage Detail Reports



◆ If you would like more information about the 1017e and/or Employer File Submission processes, or to schedule a presentation before a group, contact:

◆ **Phone: 313-456-2764**

◆ **Email: [WageReports@michigan.gov](mailto:WageReports@michigan.gov)**





# Employer Filed Claims (EFC)

- ◆ **COST CONTROL** - Employers will have a file of approved laid off employees to match against incoming unemployment charges.
- ◆ **FRAUD REDUCTION** - Provides UIA with employer supplied accurate wage and separation information for establishing a claim.
- ◆ **CUSTOMER SERVICE** – EFC Toll Free line.
- ◆ **CONVENIENCE** - Workers idled by a mass layoff will not have to apply for unemployment benefits.
- ◆ **EFFICIENT** - UIA can begin processing employer filed claims immediately, simplifying the delivery of benefits to eligible workers.





# Employer Filed Claims (EFC) Cont.

## ◆ Requirements:

- Do you have mass layoffs at least once a year?
- Do you have 100+ employees who file for unemployment benefits at least once a year?
- Do you have access to the Internet to submit a claims file?
- Have you had at least 1,000 layoffs a year for the past 3 years?

◆ **Phone: 866-845-0077**

◆ **Email: [EFC@michigan.gov](mailto:EFC@michigan.gov)**



# Advocacy Program

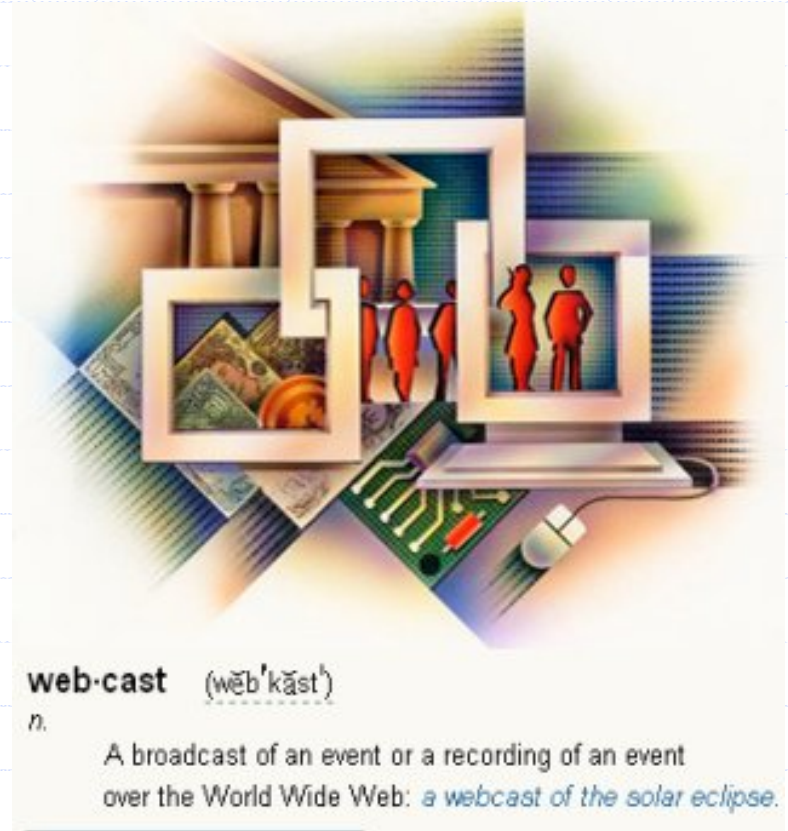
- ◆ **Information**
- ◆ **Consultation**
- ◆ **Representation** at hearings before Administrative Law Judges
- ◆ Staff is available weekdays 8:00 a.m. – 5:00 p.m.
- ◆ **Phone: 800-638-3994** (Advocacy Program Option)
- ◆ **Email: [UIAAdvocacy@michigan.gov](mailto:UIAAdvocacy@michigan.gov)**




# UIA Webcasts...UI TUBE

The Agency has many webcasts for unemployed workers and employers. This area is called **UI Tube**, with "UI" referring to "unemployment insurance."


The webcasts are designed to inform our customers about Agency programs and services, and in some cases serve as guides or tutorials.




# [www.michigan.gov/uia](http://www.michigan.gov/uia)



Working to Create Michigan's Future Today






## Unemployment Insurance Agency



### Michigan.gov

The Official State of Michigan Website

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#### WORKERS

#### EMPLOYERS

#### FORMS


#### WEBCASTS

#### PUBLICATIONS


#### INSIDE UIA

#### REPORT FRAUD

### UNEMPLOYMENT Services Center






4417 1234 5678 9112  
00/00 DEBIT  
D. BARRETT



**DIRECT DEPOSIT**  
Simple. Safe. Secure.

#### UIA On Line Services

- [UIA OFFERS TIPS FOR CONTACTING THE AGENCY](#)  
[Agency also answers some commonly asked questions](#)
- [File an Unemployment Claim Online](#)  
 File an unemployment claim using our convenient Internet Filed Claims service. The online application is available from 7:00 a.m. Monday to 7:00 p.m. Saturday.
- [File Unemployment Claim By Telephone](#)  
You can file for unemployment benefits by telephone from anywhere in Michigan or North America. The state's unemployment insurance program has established a special toll-free telephone number for you to use in filing a new claim or reopening an established claim.
- [UIA Online Services for Unemployed Workers](#)  
 UIA is offering new services to unemployed workers. You can sign up for a web account with UIA. The web account allows you to choose, or change, your payment method selection, use [MARVIN Online](#), and view your benefit payment history. Soon, other services will be added.
- [Certify with MARVIN Online](#)  
 Unemployment workers can now complete their biweekly certification through MARVIN (Michigan's Automated Response Voice Interactive Network), instead of calling the toll-free MARVIN telephone number. Workers claiming unemployment benefits are required to certify with MARVIN every other week in order to

#### MI Business One Stop

- [Departments/Agencies](#)
- [Online Services](#)
- [Surveys](#)
- [RSS Feeds](#)

#### UIA Quick Links

- [File Unemployment Claim By Telephone](#)
- [File Electronic Wage Report \(UIA 1017\)](#)
- [Who is MARVIN?](#)
- [Work Opportunity Tax Credit Program](#)
- [Agency Webcasts](#)
- [Subscribe to the Michigan Employer Advisor Newsletter](#)
- [Michigan Targets SUTA Dumping](#)
- [EWAM Instructions for Employers](#)
- [B2G Glossary](#)
- [Look for a Job](#)
- [Employer Filed Claims Benefits](#)
- [UIA Press Releases](#)



Email: [UITube@michigan.gov](mailto:UITube@michigan.gov)

[Introduction  
to UI Tube](#)

2 minutes

Welcome to UI Tube  
by UIA Director  
Stephen Geskey

#### Unemployed Worker Webcasts

- [Unemployed Worker Webcasts](#)

Here you'll find several videos to guide you through the unemployment claims process.

> [More](#)

#### Employers

- [Employer Webcasts](#)

Available to employers is an array of videos to guide them through the unemployment insurance process.

> [More](#)

#### Employer Web Account Manager

- [Employer Web Account Manager \(EWAM\) Webcasts](#)

Here employers will find several helpful videos about the EWAM system, on which they manage their accounts and conduct business with the Agency.

> [More](#)



# Sample of Employer Webcasts

Webcasts for Employers		
<b>New Webcast...</b> <u>Unemployment Benefits for "Underemployed Workers"</u>	6.5 minutes	This presentation explains how a person can collect unemployment, or rather underemployment benefits, and work at the same time
<b>New Webcast...</b> <u>How Benefits are Calculated</u>	11.5 minutes	This presentation explains how a worker can qualify for benefits, the worker's weekly benefit amount and the number of weeks payable
<u>How an Employer's Unemployment Account is Charged</u>	14 minutes	This presentation explains how benefit payments to your former workers translate into charges to your account
<u>How My Tax Rate is Calculated</u>	11.5 minutes	This presentation provides a general overview of how tax rates are calculated

# Speakers' Bureau

- ◆ UIA staff is available to speak to groups on various UI topics.
- ◆ To schedule a speaker: **313-456-2943**
- ◆ **Email:** [EmployerLiaison@michigan.gov](mailto:EmployerLiaison@michigan.gov)







# UIA Employer Seminars

- ◆ Annual Employer Seminars cover important employer related UI topics
- ◆ Past Employer Seminar materials are posted on our website
- ◆ Annual schedule is publicized in the *Employer Advisor* newsletter as well as posted at [www.michigan.gov/uia](http://www.michigan.gov/uia)

# Employer Advisor Newsletter

[www.michigan.gov/uia](http://www.michigan.gov/uia)

**Michigan.gov Home** | [UOA Home](#) | [Sitemap](#) | [Contact UOA](#) | [FAQ](#) | [Online Services](#)

**EMPLOYERS** | [Printer Friendly](#) | [Text Version](#) | [A- A+ Text Size](#) | [Share](#)

## Electronic Services for Employers

- [UOA Online Services for Employers](#)  
 Employers can perform a variety of UOA functions and access UOA account information on-line. Click on the UOA Online Services for Employers link for access to the services. The online services are available from 7:00 a.m. Monday to 7:00 p.m. Saturday.  
> [More](#)

## What's New

- [UOA Employer Seminars](#)  
The Unemployment Insurance Agency is offering free seminars to acquaint employers with the unemployment insurance system in Michigan and recent changes with the UOA.  
> [More](#)
- [Electronic Payments for Unemployed Workers](#)  
The UOA now offers two new unemployment benefit payment options: debit card and direct deposit.  
> [More](#)
- [Subscribe to the Michigan Employer Advisor Newsletter](#)   
We have stopped publishing the Michigan Employer Advisor newsletter on paper. Subscribe here to receive future editions of the Advisor electronically.  
> [More](#)



# Employer Handbook

- ◆ The *Employer Handbook* is a publication about Michigan's unemployment insurance program, written for employers in plain English.
  - To order a copy, download an order form from our website ([www.michigan.gov/uia](http://www.michigan.gov/uia))
  - \$15 per copy
  - A digital version is available for **FREE** through EWAM.

# Report Unemployment Fraud

◆ If you suspect that someone is committing fraud, whether an unemployed worker or employer, call UIA's toll-free fraud hotline:

**1-800-822-1122**

- Can remain anonymous
- All tips are investigated
- Call 7 days a week – 24 hours a day



# Questions?

